

.

---

**From:** ServiceDesk v11 Notification <NoReply@noreply.com>  
**Sent:** Tuesday, July 19, 2011 10:42 AM  
**To:** Hanchett, James (DPH)  
**Subject:** Manual Notify 747970 Notification

Incident 747970 Manual Notify.

Assigned to: Lok, Peter

Customer: Hanchett, James L

Description: HSLI - REMOTE - Sonja Farak rebooted her shared computer as directed to install updates. Now she cannot access her email or other programs on the computer.

Computer # DPH-WS-Q236-1

The incident mentioned above has been placed in "Resolution provided" status  
and will be closed at this time.

If you feel that this has not been resolved to your satisfaction, contact the

ITS HelpDesk at 617-624-5877 or send an email to DPH-Help, Desk at 250.

REMINDER: To help us serve you better, please remember to always reference the incident number when contacting the ITS HelpDesk.

Thank you,

ITS Call Center

Jim Hanchett

Amherst Drug Lab

Room N251 Morrill I

637 North Pleasant Street

Amherst, MA 01003

Phone 413-545-2607

Fax 413-545-2608

Cell 413-459-3023

Reason: Manual Notification.